

Title: High Rise Living/Concierge
Report of: In Depth Review Group
Status: For information

1 PURPOSE

- 1.1 The purpose of this report is to present the findings of the Thirteen Customer In-depth Review Group on the topic of High-Rise Living/Concierge.

The objective was to review the operational process currently being undertaken by the Concierge Service who are delivering two different service standards to Thirteen customers living in high rise blocks, dependent on their geographical location.

The group was asked to consider the following questions:

- a) Do we need to create one set of service standards?
- b) What are the customer expectations of the concierge service?
- c) Are there any additional services you feel would benefit the customer experience?
- d) If these fall outside of the service charge, or are on an individual basis, would you pay for them?

2 DETAILS

- 2.1 The group considered the above and our course of action is detailed as follows:

- Initial meetings were held between the Stream Lead, Project Lead, Senior FM Manager, Building Support Services and the management team to look at the draft project brief which covered the questions above.
- A discussion was held regarding the issues created by having two service standards in two geographical areas.
- A presentation was delivered to the group by the Senior FM Manager, Building Support Services.

The group was made aware of the existing two service standards currently in operation and the draft service standards that were being proposed to replace both, to ensure consistent standards of service across the Thirteen Group.

- The group formulated an action plan taking into account the number of high-rise blocks to consider. The group started by carrying out the following activities:
 - a) Drop in sessions held in high rise blocks x 11
 - b) Involved customer visits to control rooms for observation x 2
 - c) Questionnaires to all members of the Concierge Team
 - d) Job shadowing members of the Concierge Team x 2
 - e) Survey of all high rise tenants
 - f) Concierge interview x 2 sessions (2 concierge at each)
- A meeting was arranged with the Project Lead and Senior FM Manager to validate the group's findings and confirm they were meeting expectations.
- The outcomes from the panel's investigations were shared with the Senior FM Manager, to inform the development of the proposed service standards for the concierge service, and this was then shared with the in-depth review group for approval.
- The approved final draft is attached as **Appendix 1** for the Board's information and feedback.
- Consultation will be carried out with all high-rise residents before the standards are formally launched and implemented.

The group would like to take this opportunity to thank all members of staff who assisted in the development of this report and the service standards.

3. RECOMMENDATION

3.1 The Board is recommended to:

- a) Consider the content of the report and proposed service standards; and
- b) Note the proposal to have one set of service standards for the concierge service for all high rise blocks to ensure a consistent approach; and
- c) Note that high rise residents will be consulted before the launch of the new standards.

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Appendices:

Appendix 1 Proposed Service Standards